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Due Date: August 24, 2006

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Michael C. Morrison	Examiner:	Tadesse Hailu
Serial No.:	09/928,601	Group Art Unit:	2173
Filed:	August 13, 2001	Docket:	SVL920010047US1
Title:	METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP SYSTEMS		

CERTIFICATE OF MAILING OR TRANSMISSION UNDER 37 CFR 1.8

I hereby certify that this correspondence is being filed via facsimile transmission to the U.S. Patent and Trademark Office on August 24, 2006.

By:   
Name: Jason S. Feldmar

REQUEST FOR RECONSIDERATION UNDER 37 C.F.R. §1.111

MAIL STOP AMENDMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated May 24, 2006, the application has not been amended.  
The current version of the claims follows for the convenience of the Examiner.

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**Gates & Cooper LLP**Howard Hughes Center  
6701 Center Drive West, Suite 1050  
Los Angeles, California 90045**FAX TRANSMISSION TO USPTO**TO: Commissioner for Patents  
Attn: Examiner Tadesse Hailu  
Patent Examining Corps  
Facsimile Center  
Alexandria, VA 22313-1450FROM: George H. Gates  
OUR REF.: SVL920010047US1  
TELEPHONE: (310) 642-4146

Total pages, including cover letter: 18

PTO FAX NUMBER: 571-273-8300

If you do NOT receive all of the pages, please telephone us at (310) 641-8797, or fax us at (310) 641-8798.

Title of Document Transmitted:	TRANSMITTAL DOCUMENTS (2); REQUEST FOR RECONSIDERATION UNDER 37 C.F.R. 1.111 AND PAGE 3 OF DECLARATION PREVIOUSLY SUBMITTED
Applicant:	Michael C. Morrison
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Title:	METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP SYSTEMS
Our Ref. No.:	SVL920010047US1

Please charge all fees to Deposit Account No. 09-0460 of IBM Corporation, the assignee of the present application.

By: Name: Jason S. Feldmar  
Reg. No.: 39,187

I hereby certify that this paper is being transmitted by facsimile to the U.S. Patent and Trademark Office on the date shown below.



Signature

08.24.2006

Date

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G&amp;C 30571.263-US-01

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Due Date: August 24, 2006

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Michael C. Morrison Examiner: Tadesse Hailu  
 Serial No.: 09/928,601 Group Art Unit: 2173  
 Filed: August 13, 2001 Docket: SVL920010047US1  
 Title: METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP SYSTEMS

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## MAIL STOP AMENDMENT

Commissioner for Patents  
 P.O. Box 1450  
 Alexandria, VA 22313-1450

Dear Sir:

We are transmitting herewith the attached:

- ☒ Transmittal sheet, in duplicate, containing a Certificate of Mailing or Transmission under 37 CFR 1.8.
- ☒ Request for Reconsideration Under 37 C.F.R. §1.111.
- ☒ Other Enclosures: Page 3 of the Declaration previously submitted.

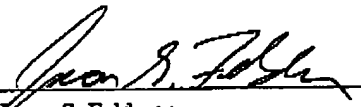
## CLAIMS PRESENT

Claims Remaining:	Highest Number Previously Paid For:	Number Extra	Rate	Fee
Total Claims				
39	39	0	x \$50.00	= \$0.00
Independent Claims				
3	3	0	x \$200.00	= \$0.00
MULTIPLE DEPENDENT CLAIM FEE				\$0.00
TOTAL FILING FEE				\$0.00

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers, if appropriate.

Please charge all fees to Deposit Account No. 09-0460 of IBM Corporation, the assignee of the present application. A duplicate of this paper is enclosed.

Customer Number 45729  
**GATES & COOPER LLP**  
 Howard Hughes Center  
 6701 Center Drive West, Suite 1050  
 Los Angeles, CA 90045  
 (310) 641-8797

By:   
 Name: Jason S. Feldmar  
 Reg. No.: 39,187  
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T-884 P.003 F-381

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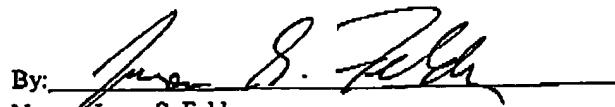
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Claims Remaining:	Highest Number Previously Paid For:	Number Extra	Rate	Fee
<b>Total Claims</b>				
39	39	0	x \$50.00	= \$0.00
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3	3	0	x \$200.00	= \$0.00
<b>MULTIPLE DEPENDENT CLAIM FEE</b>				\$0.00
<b>TOTAL FILING FEE</b>				\$0.00

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G&amp;C 30571.263-US-01